

ARIZONA DEPARTMENT OF CORRECTIONS

1601 West Jefferson Street

Phoenix, AZ 85007-3002

Caroline Haack, Administrative Security Officer

Offender Operations Division

Phone: (602)-542-4924

Email Address: chaack@azcorrections.gov

Value of Contract: 37 million per year

Inmates: 41,000

Contract: 1 year with 4 one year renewal options

*****Statewide Commissary Program*****

Keefe Commissary Network (KCN) was awarded the contract to service the entire AZ DOC in August of 2005. KCN transitioned all 58 canteens located across 21 major institutions. The extensive startup spanned the entire State and was facilitated by KCN senior management, the KCN Operational Department and the local KCN, Reno, NV staff.

The KCN operation in AZ is managed by a 2 regional managers, dedicated solely to the AZ, and a series of local operational managers. KCN's 14 on-site managers oversee the daily commissary delivery operations and are the local liaison between KCN and the facilities. They manage the on-site delivery staff and their own local commissary warehouse. KCN managers use inmate labor to assist in receiving commissary orders and general warehouse duties. Orders for the inmate population are regulated by facility specific menus and ordering schedules. Orders are scanned locally at each facility and transmitted to our Fontana CA Distribution Center. Orders are filled, checked for accuracy and shipped from the Distribution Center for next day delivery to each site. Orders are then received locally by KCN on-site staff with the assistance of inmate trustees. Orders are distributed to the entire population by KCN on-site delivery staff.

The Fontana, CA distribution center totals over 120,000 square feet and fulfills over 23,000 weekly orders. KCN employs one Warehouse Operations Manager, one dedicated Supervisor, a dedicated AZ Lead, 40 dedicated hourly personnel and additional support staff at the Distribution Center to ensure KCN exceeds the expectations of the DOC. All employees at the Fontana distribution center and the AZ facilities are hired only after an extensive background, credit check and drug test are completed and passed. The KCN on-site employees are in compliance with the AZ State security restrictions within the DOC. The AZ DOC currently utilizes their own JMS system and inmate trust fund for accounting and facilitates orders through KCN's commissary order entry module. The interface also allows for both commissary charges and credits, eliminating manual entry for commissary-related transactions.

FLORIDA DEPARTMENT OF CORRECTIONS

**501 South Calhoun Street
Tallahassee, Florida 32399**

Lynn Hart

Bureau Chief of Contract Management and Monitoring

Phone: (850) 717-3961

Pager: (850) 528-5027

Email Address: hart.lynn@mail.dc.state.fl.us

Value of Contract: \$90 million per year

88,000 Inmates

Contract: 5 Years with one 5 Year renewal

Customer since 2003

*****Statewide Commissary Program*****

Keefe Commissary Network was awarded the contract to service the entire state of FL in October of 2003. The FL DOC is the largest outsourced commissary contract in the history of corrections. KCN transitioned all 247 canteens located across 55 major facilities, annexes, work camps, work release centers, and road prisons, in less than 120 days from the initial startup. This massive startup has never been performed by any other commissary provider, and in such a short time span.

KCN's 55+ on-site managers work in the canteen warehouses. They utilize inmate labor to supply all of the commissary products to the on-site canteens. The inmates are allowed to purchase at the canteens throughout the week. The inmate canteen operators inside the canteens scan the inmate shopper's I.D. card to access the account in the KCN KeepTrak "cashless" system. As the inmates indicate their selections, the canteen operator scans the product and quantity to charge the inmate shopper for the purchase. Inmates shop at the stores on average 11 times per month, producing in excess of 800,000 receipts from the KCN KeepTrak secure store system. The KCN distribution center in Jacksonville, FL serves as the primary product provider to the on-site canteen warehouses. This distribution center totals over 117,000 square feet, carries over \$8 million in inventory daily, employs 120 personnel including 2 Managers and 2 Vice Presidents, and processes over 108,000 additional KCN orders per month.

The entire state of FL is ACA Accredited, including all 247 of our on-site canteens and 55 warehouses. The total order volume on-site at the FL DOC facilities exceeds 23,000 per day, 7 days per week. The on-site facilities utilize their FL DOC state system to account for inmate funds and orders. The completed orders are integrated with our host KCN system in St. Louis for billing and inventory purposes.

KCN was recently chosen again to provide the entire statewide FL DOC commissary operation in May of 2007 in a competitive bidding situation.

IDAHO DEPARTMENT OF CORRECTIONS

1299 North Orchard Street, Suite 110

Boise, ID 83720

Rod Leonard, Contract Monitor

Phone: (208) 658-2129

Email Address: rleonard@idoc.idaho.gov

Value of Contract: 4 million per year

5,000 Inmates

****PRIOR VENDOR - SWANSON****

*****Statewide Commissary Program*****

KCN provides weekly commissary services to the 13 facilities of the Idaho Department of Corrections. All of the order forms are provided, distributed, collected, and entered by KCN's on-site staff. The facility utilizes their state system to account for inmate funds. This state system is integrated with KCN order entry system for scanning the commissary orders and the electronic return and posting of commissary purchases to the state system. The orders are bagged from a single warehouse location, on-site at the facility. DOC inmates, under the management and supervision of KCN, process the orders. The processed orders are then transported and delivered directly to the inmates at each facility, by KCN's on-site staff. KCN employs eleven personnel in the servicing of the Idaho DOC. We provide a quarterly Securepak program with our delivery staff and an MP3 program. Keefe also provides vending services to the State DOC with a total of 16 vending machines where staff, visitors, and inmates use debit cards to make purchases from the machines. Inmates order the prepaid vending cards from the commissary. All staff and visitors must purchase vending cards from a machine located in the visitation lobby.

MAINE DEPARTMENT OF CORRECTIONS

25 Tyson Drive 3rd flr

State House Station 111

Augusta, Maine 04333-0111

Mark McCarthy - Manager Correctional Operations

Mark.S.McCarthy@maine.gov

Phone: (207) 287-4389

Fax: (207) 287-4370

Email Address: Mark.S.McCarthy@maine.gov

Value of Contract: 2 million per year

2,200 inmates

*****Statewide Commissary Program*****

KCN provides weekly commissary services to all 9 facilities of the Maine Department of Corrections. KCN provides a funds level integration with the state DOC system (CORIS). Inmates order commissary via Edge Housing Unit Kiosks. The orders are bagged from our Walpole, MA Distribution Center. The processed orders are then transported and delivered directly to each DOC site. KCN employees deliver the orders directly to the Inmate population.

MASSACHUSETTS DEPARTMENT OF CORRECTIONS

**50 Maple Street Suite 3
Milford, MA 01757-3698**

Walter Stowe – Director of Support Services

Phone: (508) 422-3402

Fax: (508) 422-3383

Email Address: walter.stowe@state.ma.us

Value of Contract: 12 million per year

Contract Dates: 5 years with 5 (1) year renewals

11,000 inmates

****PRIOR VENDOR - CANTEEN****

*****Statewide Commissary Program*****

The MA DOC utilizes its' state system to account for all inmate banking. KCN provides a "funds level" integration between the KCN system and the facility's inmate banking system, for servicing all state facilities of the MA DOC. The facilities download from the state's system to the KCN system, ID #s, locations, and available balances. The MA DOC sends no more than \$50 per inmate, which is the DOC's spending limit, to the KCN system. KCN employees collect the order forms from each of the facilities. The order forms are then scanned into the KCN order entry software at KCN's distribution center in Walpole, MA. This distribution center totals over 19,000 square feet, stocks over \$1 million in inventory daily, and employs 3 managers and 27 warehouse employees. The KCN software monitors and enforces the restrictions on all levels of the commissary system. Once the order scanning process is completed, the orders are printed for order fulfillment. Once KCN staff packages the individual inmate orders, a separate KCN staff is in charge of scanning the contents of the order to ensure accuracy. The verified orders are then sealed for delivery to the inmates by KCN staff. The sealed orders are transported to the facilities using KCN trucks. During the delivery process, the inmates are responsible for inspecting their orders for completeness, under the supervision of KCN staff. Once an inmate has verified his contents, they exit the immediate delivery area. The inmates are allowed to retain the plastic bags. Sales at the MA DOC exceed \$722,000 per month.

MISSISSIPPI DEPARTMENT OF CORRECTIONS

723 North President Street

Jackson, MS 39202

Commissioner Chris Epps

cepps@mdoc.state.ms.us

Phone: (601) 359-5600

Fax: (601) 359-5680

Email Address: cepps@mdoc.state.ms.us

Value of Contract: 8.6 million per year

Inmates: 15,000

Contract: 3 year with 2 - 1 year renewal options

*****Statewide Commissary Program*****

In April of 2008 Keefe Commissary Network started fulfilling the State of Mississippi's Commissary contract. Keefe operates and runs the commissaries of all eight major state facilities, maintaining both on and off-site employees.

Keefe Commissary Network has a warehouse in Pearl, MS, approximately 17,000 square feet, which services all of the MDOC facilities. Orders are received on a weekly basis at the Keefe warehouses where they are filled, bagged and delivered within the negotiated timeframe. Keefe has two dedicated trucks that deliver to each of the MDOC facilities once a week assuring no deliveries are lost or late. The delivery range for these MDOC facilities is anywhere from 5 miles to 200 miles.

Keefe has a warehouse staff of 35 employees whose job descriptions are anywhere from order pullers, sealers, or boxers to inventory control and truck drivers. Keefe also maintains 15 employees throughout the MDOC facilities whose responsibilities include receiving the orders and delivering them to the inmates. All of the Keefe employees must pass background checks and security clearances before they are allowed to work on or off-site.

MDOC utilizes many of the Access Correction items offered by Keefe Commissary Network. These items include but are not limited to:

Secure Deposits: Inmate family and friends can deposit funds to inmate accounts via the phone, web and lobby kiosk. This program is used in all MDOC Facilities.

Secure Mail: This allows inmate family and friends to send e-mail to the inmates that are delivered with the regular mail. This program was created to cut down on time spent searching incoming mail and ensures only approved messages are sent to the inmates. It automates the process and takes the human error out of the review process by highlighting all "high security" words the County chooses and eliminates the possibility of contraband being introduced into the Jail via incoming mail. This program is being used at a majority of the MDOC Facilities.

Secure Media: A program that allows inmates to have access to MP3 players. A kiosk is installed in the facility that allows inmates to download approved music and literature. This program also allows information to be sent out to the inmates, including but not limited to time

sheets and doctor appointments. This program is being utilized at two of the MDOC Facilities with implementation plans at all the remaining MDOC Facilities.

In addition, the MDOC participates in Keefe Commissary Network's Christmas and Summer secure package programs which are programs that allows parents and loved ones to order items for the inmates twice a year. The secure package programs save MDOC time and money by allowing friends and family members to place orders for their inmate from a convenient web site tailored specifically to department needs. Orders are packaged and sent from KCN's 100% secured warehouse eliminating the opportunity for contraband to enter the secured area as well as drastically reducing time spent by officers and staff screening packages coming from the outside.

RHODE ISLAND DEPARTMENT OF CORRECTIONS

Administration Building

40 Howard Ave.

Cranston, RI 02920

Joanne M . Hill-Associate Director

Phone: (401) 462-2617

Email Address: Joanne.Hill@doc.ri.gov

Value of Contract: 3 million per year

Inmates: 3,800

Contract Term – 5 Years with 2 (1) year renewals (7 total)

*****Statewide Commissary Program*****

Keefe supplies a multi-station LAN to Rhode Island DOC, which utilizes the entire KCN inmate banking system to maintain inmate funds. RI DOC is 1 of only 2 entire states that use a commissary vendor's software to maintain their inmates' funds. The KCN system is integrated with the states JMS system via a booking and housing interface. In addition, the facility utilizes a real time general ledger in the KCN system.

Keefe employs two full-time managers and 11 full time commissary representatives.

Commissary orders are scanned during week and pulled and shipped from our on-site location at the RI DOC. The orders are processed in sealed, clear, plastic bags with the order receipt enclosed. The processed orders are loaded into delivery carts in accordance with the location of the facility they are to be delivered. The staged orders are delivered directly to the inmates on a set delivery schedule throughout the week. The contents of the orders are verified by KCN as delivery is made to the inmate. Keefe employees at Rhode Island are responsible for pulling and distributing the orders. Keefe handles any returns, credits, and replacements. Keefe removes all trash and bags generated from the order distribution from the premises. Employees and vehicles of Keefe are subject to security clearances and search by Rhode Island DOC. Keefe handles any grievances regarding commissary in a fair and prompt manner.

VERMONT DEPARTMENT OF CORRECTIONS

426 Industrial Ave., Suite 120

Williston, VT 05495

Matthew Spille - Financial Manager II

Phone: (802) 951-5070

Email Address: matthew.spille@state.vt.us

Value of Contract: 1 million per year

1,600 Inmates

****PRIOR VENDOR - CANTEEN****

*****Statewide Commissary Program*****

KCN provides weekly commissary services to all 8 facilities of the Vermont Department of Corrections. The DOC utilizes KCN's full inmate banking software to account for inmate funds. KCN provides a booking level integration with the state DOC system. This system ties directly into our full inmate banking program. Inmates order commissary using our phone order entry module which is interfaced with the DOC's current phone provider. The orders are bagged from our Edison NJ Distribution Center for next day delivery. The processed orders are then transported and delivered directly to each DOC site. VT DOC employees then deliver the orders directly to the Inmate population. KCN provides a year round SecurePak program where family and friends can order commissary for their loved ones utilizing our secure website. The VT DOC also utilizes our Access Corrections Deposit Services; this enables family and friends to deposit money onto the inmates account via a secure website or 1-800 toll free number.

VIRGINIA DEPARTMENT OF CORRECTIONS

6900 Atmore Drive

Richmond, VA 23225

Louis Cei, Ph.D.

Special Programs Manager and Contract Administrator

Office: (804) 674-3296 x 1046

Fax: (804) 674-3551

Email Address: Louis.Cei@vadoc.virginia.gov

Value of Contract: 27 million per year

Inmates: 32,000

1 Year + 9 (one-year) renewal options

*****Statewide Commissary Program*****

*****KCN was again awarded the DOC contract March of 2007*****

In September of 2002, Keefe Commissary Network (KCN) began servicing the Virginia Department of Corrections (VA DOC). KCN was selected as the commissary provider to service seven facilities (approximately 4,500 inmates) under a pilot program. The pilot facilities represented a cross-section of high and low security inmates across the DOC.

Due to the success of the pilot project, the VA DOC made the decision to expand the program

and make it available to the entire DOC, at each facility's discretion. KCN began transitioning additional sites early in 2003. To date, an additional 38 locations (26,500 inmates) have transitioned to KCN. KCN employs two Regional Managers that are responsible for the Western and Eastern Regions respectively, 29 on-site managers and 69 additional canteen delivery and pulling staff. Inmate labor is utilized to assist in commissary order fulfillment while KCN on-site delivery staff handles all deliveries. In addition to the DOC facilities, the Lawrenceville Correctional Center (operated by the GEO Group) joined KCN in 2004. GEO Lawrenceville Correctional Center houses over 1,500 medium-security inmates.

Depending upon the needs of the facility, KCN provides 3 different operational options to the VA DOC. All of the VA DOC facilities utilize the state banking system to maintain inmate funds. The KCN order entry system is integrated with the state banking system for order entry and the return of commissary purchase amounts. The three operational options to the VA DOC facilities are as follows:

- **On-site Window Operation** – Inventory is maintained on-site at the commissary store. The inmates complete an order form. The order forms are collected and scanned into the KCN system by KCN on-site employees. Once the order scanning process is completed, the order receipts are printed on-site. KCN utilizes inmate workers, under the supervision of KCN's on-site management, to process the orders in the commissary store. The inmates receive their processed order within 24 hours of the order form being collected. KCN's on-site staff delivers the orders to the inmates through the commissary storeroom window.
- **On-site Bag Operation** - The order forms are collected, scanned, and pulled as with the option above. However, KCN staff and in some isolated cases Corrections staff, transport and deliver the orders to the inmates directly inside of their housing units.
- **Off-site Bag Operation** – The order forms are transported to another KCN on-site commissary location, via courier. The order forms are scanned and the orders are pulled as with the options above. The processed orders are then shipped to the facilities for delivery by corrections staff.

KCN's software interface with the VA DOC state banking system eliminated the procedure of manually keying orders. In addition, KCN helped engineer an electronic purchases file which is utilized by the business office to automatically debit the inmates' funds for their commissary purchase in the state system. These enhancements have saved valuable time and expense for the business office as well as providing increased accuracy of the operation. KCN's flexibility in meeting each facility's unique needs has contributed greatly to our success.

WEST VIRGINIA DIVISION OF CORRECTIONS

112 California Ave.

Charleston, WV 25305

Jim Rubenstein: Commissioner

Phone (304) 558-2036

Email Address: James.E.Rubenstein@wv.gov

Value of Contract: 4.7 million per year

Inmates: 5,000

1 Year + 4 each, 1 year renewals

*****Statewide Commissary Program*****

In April of 2006, Keefe Commissary Network (KCN) began servicing the West Virginia Division of Corrections (WV DOC). KCN was selected as the commissary provider to service the nine facilities (approximately 4,200 inmates) of the WV DOC. Utilizing KCN, the State was able to increase security at each facility by establishing a “can-free” commissary list. KCN’s selection of over 5,000 products, with many “security conscious” and packaged exclusively for the correctional market. KCN has partnered with Syscon Justice Systems to provide a statewide inmate banking system which was not present before partnering with KCN. Previously, the State utilized three separate systems which could not communicate with each other. KCN has provided the Syscon Justice System at no charge to the WV DOC. Depending upon the operational needs of each WV DOC facility, KCN provides three different commissary operational plans to the WV DOC to ensure each facilities needs are met. The 3 operational options utilized at the WV DOC facilities are as follows:

- **On-site Window Operation** – Inventory is maintained on-site at the commissary store. Each inmate is responsible for completing their own order form weekly. The order forms are collected and entered into the Syscon Justice System commissary module by KCN on-site employees. Once the order scanning process is completed, the order receipts are printed on-site. KCN utilizes inmate labor, under the supervision of KCN’s on-site management, to process the orders in the commissary store. The inmates receive their processed order within 24 hours of the order form being collected. KCN’s on-site staff delivers the orders to the inmates through the commissary storeroom windows. KCN on-site staff handle all order input, any grievance and any credits from commissary delivery. Northern, Saint Mary’s and Pruntytown Correctional Facilities operate their commissary in this manner.
- **On-site Point of Sale (POS) Operation** - Inmates are open to visit the commissary store throughout the day and purchase goods at the window. Inmates do not fill out an order form prior to their arrival at the store and have access to the commissary store throughout the day. Items are individually charged to the inmates account through a “grocery scan” at the commissary window. KCN on-site staff handle all order input, any grievance and any credits from commissary delivery. Mount Olive and Huttonsville Correctional Facilities operate their commissary in this manner.
- **Off-site Bag Operation** – On-site KCN delivery staff scan the commissary order forms at each institution. Orders are sent electronically to our Cleveland, OH

Distribution Center where orders are filled, checked for accuracy and shipped back to the individual facility for next day delivery. KCN on-site staff receives the shipment of orders and distribute the orders within 24 hours of order input. KCN on-site staff handle all order input, any grievance and any credits from commissary delivery. Anthony, Lakin, Denmar and Martinsburg Correctional Facilities operate their commissary in this manner.